

**SAP Ariba Customer Support for Suppliers**

T-Mobile Supplier Help Guide



At SAP Ariba, our goal is to empower Suppliers with the information and tools they need to seamlessly navigate through Ariba Solutions. You can find the answers you need about Ariba products in the SAP Ariba Help Center. You can also contact SAP Ariba Support directly through the Help Center, when necessary.

**Access the Help Center**

Sign into your account (supplier.ariba.com) and look to the right-hand side of your screen to view the Help Center panel. If the panel is collapsed and you can’t see any articles, click **Help Center >>** to expand.

**Using the Help Center**

The [Help Center](https://help.sap.com/docs/) is the first place to start if you have questions about any Ariba Solution. You can search for answers to functional and navigational questions in our FAQs and Tutorials.

Also, please check out [SAP Business Network for Trading Partners | SAP Help Portal](https://help.sap.com/docs/business-network-for-trading-partners) for SAP Business Network Product Documentation.

**The following tutorials are helpful when you’re getting started****:**

[Supplier Basics Video](https://sapvideoa35699dc5.hana.ondemand.com/?entry_id=1_r7o89fjy)

**Common** [**Registration Issues**](https://support.ariba.com/item/view/KB0394372) **and how to resolve them:**

* [Duplicate username](https://support.ariba.com/item/view/KB0393458): You can access your existing account or create a new user account with a unique username by deselecting the **Use my email as my username** box under the **Email** field. Your username does not need to match your email address.
* [Duplicate D-U-N-S (Data Universal Numbering System) number](https://support.ariba.com/item/view/KB0395289): You can leave the**DUNS Number** field empty during registration or contact the administrator of the account that already uses the same number. You can also add your D-U-N-S number on the Marketing tab of your **Company Profile** after registration.
* [Account already merged](https://support.ariba.com/item/view/KB0394371) when registering with an existing account: This occurs when you try to link to a sourcing buyer with an account that is already used on the buyer's site. You can contact your buyer to find the linked account and deactivate any duplicate account(s). Alternatively, you can create a new account.
* [Different username and password expected](https://support.ariba.com/item/view/KB0393484) when registering with an existing account: This occurs when you try to link to a sourcing buyer with an account that is different from the accounts used by others in your company. You can try to find the existing account by contacting your colleagues and/or the buyer. Alternatively, you can create a new account.
* [Duplicate Account Warning](https://support.ariba.com/item/view/KB0400968): "We have noticed that there may already be an SAP Business Network account registered by your company. Please review before you create a new account.": An account very similar to other ones that were created in the past is being created. Ariba shows this warning message to try to prevent users from creating duplicate accounts.
* **Error**: "There has been an issue connecting to the Sourcing Server. Please try to connect to the service later.": If you experience this error repeatedly, there is a conflict between information in the registered account and in the sourcing buyer's site. Your buyer might have some of your account information stored in a different account. Contact SAP Support to review the possible conflicts.

**How to** [**Contact the Account Administrator**](https://support.ariba.com/item/view/KB0394911) **for your company:**

You can locate your administrator's contact information by using the following steps:

1. Sign into your Business Network account.
2. In the upper right corner, click **[user initials] > Contact Administrator.**
3. Details found under **Account Administrator Information.**

**You should contact your account administrator for the following types of requests:**

* You cannot access your account and need to request a password reset.
* You need to access another user's account.
* You require additional permissions for your user account.
* You need help updating your user information.
* You need access to your company's test account.
* You receive an error that refers you to your administrator.
* You need to become the administrator. The current administrator is still with your company but is no longer the correct person to manage your company's account.
* You need to request a user account for another employee at your company.
* You want to have your user account deleted.

If the administrator is no longer employed at your company and you do not have access to their account, you can contact [SAP Ariba Customer Support](https://sapvideoa35699dc5.hana.ondemand.com/?entry_id=1_i0jdz1v8) to [reassign the account administrator role.](https://support.ariba.com/item/view/KB0392439)

**How do I contact** [**SAP Business Network Customer Support**](https://support.ariba.com/item/view/KB0397352) **as a supplier?**

1. Click the help  icon in the upper-right corner of the application.
2. Click **Support**at the top of the help menu.
3. Click the **Contact us**tab.
4. Enter a brief description of your question or issue in the **Start here to find your answer** field.
5. Click the search  icon.

After searching, click on a topic based on our recommendations or a button about your question / issue under the **Choose from the options below to continue**section to learn more and get help. If you still need assistance after reviewing the steps provided:

1. In the options provided for **What do you need help with?**Click **Something else** at the bottom.
2. A bar on the bottom of the screen will appear **Can't find what you're looking for?**Click **Create a Case** on the right.
3. Fill out the form with as much detail as possible.
4. Click **One last step** in the bottom-right.
5. Select your contact method and click **Submit**.

If you don't see a **Can't find what you're looking for?** **Contact us**button, the question / issue you are searching for may require you to click through other options to ensure we can support your request.

The above steps are for the situation when you are able to login. In case you are not able to login, please follow the steps below.

1. Access the [SAP Business Network login page](https://supplier.ariba.com/) or [SAP Ariba Sourcing (Proposals and Questionnaires) login page](https://proposals.seller.ariba.com/) depending on the issue you are experiencing.
2. Repeat steps 1 to 3 mentioned at the beginning of **Answer**section.
3. You will see **Register on SAP Business Network**, **Reset my password**, **Forgot username**, **Unsubscribe** tabs.
4. Select one and click on a button about your question/ issue under **Choose from the options below to continue**section to learn more and get help.

If you still need assistance after reviewing the steps provided, please select **Something else**, answer any additional questions that appear and a **Create a Case** option will appear.

For questions regarding when you should contact your customer, see [Do I contact Ariba or my customer when I have a question or issue?](https://support.ariba.com/item/view/KB0395189).